



# IOUCA

Information Organization,  
Usability, Currency, &  
Accessibility Working Group



# Governance and Direction

## **State Portal Steering Committee**

Set Policies, Standards,  
Guidelines, and Best Practices  
*Meets Quarterly*

## **State Portal Review Board**

Review Working Group Recommendations  
From a Technology Perspective and Inform  
the Steering Committee  
*Meets Monthly*

California Enterprise  
Architecture Program

Portal Redesign Project

## **IOUCA Working Group**

Develop Recommendations To  
Ensure State Web Information and  
Services Are Accessible, Usable,  
Current, and Findable by Californians  
*Meets Weekly*



# Objective and Strategies

- ◆ *Improve web service delivery to California citizens, businesses, and government entities*
  - Recommend direction for a state website that is accessible and usable by all constituents, where visitors are able to find information and services quickly and easily.
  - Assess design templates proposed by departments for accessibility, usability, and findability and provide recommendations.
  - Propose models for implementing standards and establishing ongoing communication and training in web accessibility, usability, and findability.



# Definitions

- ◆ *Accessibility*: The ability of all individuals to acquire, use, and manipulate web-based content and services regardless of age, disability, primary language, or dependence on assistive technology.
- ◆ *Usability*: A quality attribute that assesses how well a person with any level of ability and experience can use something (e.g., web content and services) for its intended goal.
- ◆ *Findability*: Ease with which people can locate and navigate web content and services as well as how well the digital environment supports navigation and information retrieval.



# What We Are Doing

## ◆ IOUCA will...

- Recommend to the State Portal Steering Committee and Review Board policies and standards for:
  - Accessibility
  - Usability
  - Findability
  - Content Relevancy
- Evaluate proposed template designs for accessibility, usability, and findability.



# What We Are *NOT* Doing

- ◆ IOUCA will not...
  - Set policies; the State Portal Steering Committee holds decision-making authority.
  - Develop or approve templates.
  - Design a new look and feel for state web pages.
  - Redesign California's web portal.
  - Develop an implementation plan for revised standards or policies.



# Who is Involved

California State Library

Office of the State CIO

Department of Rehabilitation

Franchise Tax Board

Department of Technology Services

Department of Health Services

California Enterprise Architecture Program

Employment Development Department

Portal Redesign Project

California Department of Food and Agriculture

Department of Managed Health Care

Department of Insurance





# Planned Proofs of Concept

## ♦ New Design Templates

- Franchise Tax Board ([www.ftb.ca.gov](http://www.ftb.ca.gov))
- Department of Health Services (In progress)
- Department of Managed Health Care (In progress)

## ♦ Website Redesign

- State CIO's Website ([www.cio.ca.gov](http://www.cio.ca.gov))
- Portion of EDD's Website ([www.edd.ca.gov](http://www.edd.ca.gov))





# Web Accessibility Training

- ◆ Department of Rehabilitation contracted with Design Media to provide web accessibility training for California webmasters.
- ◆ Classes will be held August 23-September 29, 2006.
  - Level I: Introductory Training
    - Overview of Section 508
    - Detailed review of Section 1194.22 on web-based information and applications
    - Overview of accessibility issues surrounding technology other than the Internet
  - Level II: Advanced Training
    - Section 508 standards
    - Web accessibility tools
    - Section 508 conformance and proven practices
- ◆ A repository of resources and training materials will be available on the State CIO's website ([www.cio.ca.gov](http://www.cio.ca.gov)) for reference and ongoing training.



# Style Sheets

- ◆ Steve Branson from Department of Health Services will demonstrate how cascading style sheets can be used to separate content and presentation resulting in:
  - Consistency across pages
  - Flexible design
  - Ease of style changes
  - Ability to reuse across pages and departments
  - Easy to maintain



# Resources

## ♦ Accessibility

- Federal Government ([www.section508.gov](http://www.section508.gov))
- Worldwide Web Consortium ([www.w3.org](http://www.w3.org))

## ♦ Usability

- Worldwide Web Consortium ([www.w3.org](http://www.w3.org))
- Federal Government ([www.usability.gov](http://www.usability.gov))
- Other States
- Industry Experts

## ♦ Findability

- Federal Government ([www.webcontent.gov](http://www.webcontent.gov))
- Other States
- Industry Experts



# How to Get Involved and Stay Informed

- ♦ To request information, participate in the working group, or volunteer your department's website as a proof of concept contact:
  - John Jewell, [jjewell@library.ca.gov](mailto:jjewell@library.ca.gov), (916) 653-0293
  - Kris Ogilvie, [kogilvie@library.ca.gov](mailto:kogilvie@library.ca.gov), (916) 651-6800
  - Debbie Schwartz, [dschwartz@library.ca.gov](mailto:dschwartz@library.ca.gov), (916) 653-6812
- ♦ For additional information visit [www.cio.ca.gov/PortalSteeringCommittee.html](http://www.cio.ca.gov/PortalSteeringCommittee.html)
  - Meeting Schedule, Agendas, and Minutes
  - Working Group Charter
  - Member List